

Broadcast Message: SEVP Response Center Phone System Update

To: All SEVIS Users

Date: Sept. 23, 2024

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General Information

Over the weekend, the SEVP Response Center (SRC) launched a new telephone system for both domestic and international callers. The updated system provides stakeholders with a new interactive voice response (IVR) menu that allows callers to choose from the following options:

- Principal or designated school officials,
- Responsible officers or alternate responsible officers,
- F-1 or M-1 students,
- J-1 exchange visitors,
- SEVP field representatives or government officials, or
- All others.

The new IVR also recognizes specific number options on the keypad and routes callers to an SRC customer service representative according to their IVR menu choice.

For questions about the updated SRC phone system, please contact the SRC via phone at 703-603-3400 or 1-800-892-4829 or via email at SEVP@ice.dhs.gov. The SRC is open Monday through Friday, 8 a.m. to 6 p.m. ET, except for federal holidays.

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